



# AMBULANCE TRANSPORT BILLING AND COLLECTIONS POLICY

El Paso Fire Department

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## OVERVIEW

### Revenue Drivers & Performance

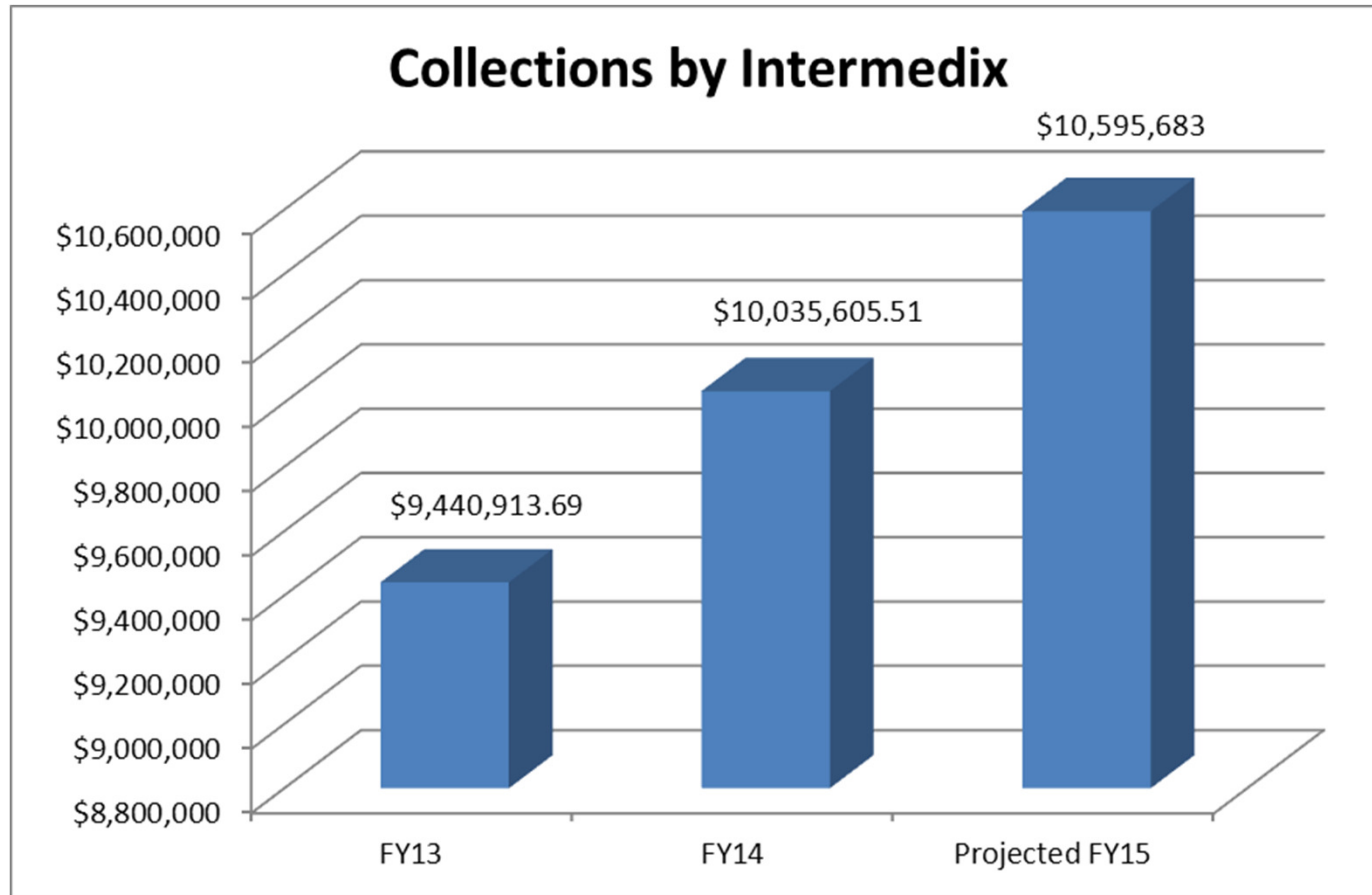
- Collections
- Transports
- Payer Mix
- Charges and Fees

### Policy Highlights



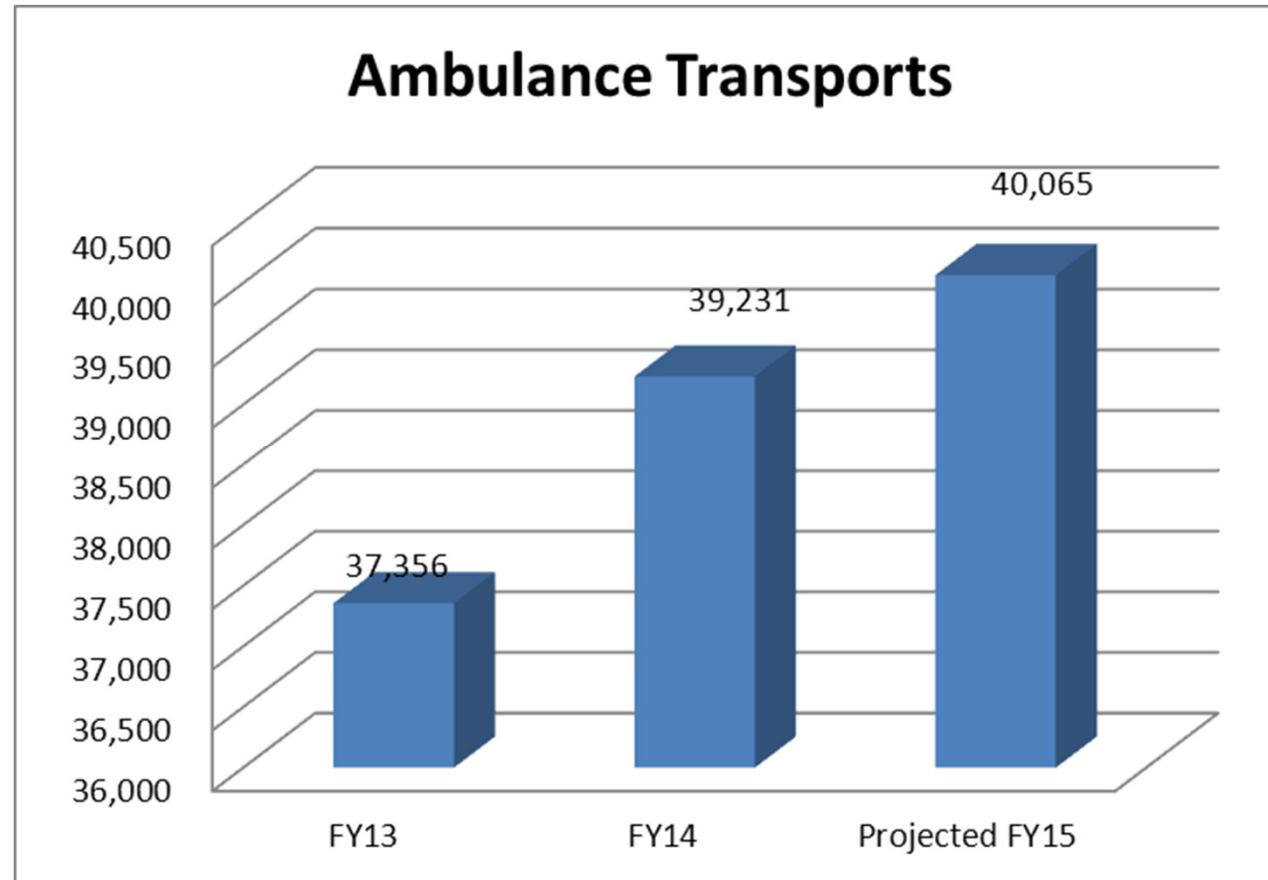


## COLLECTIONS BY DEPOSIT DATE





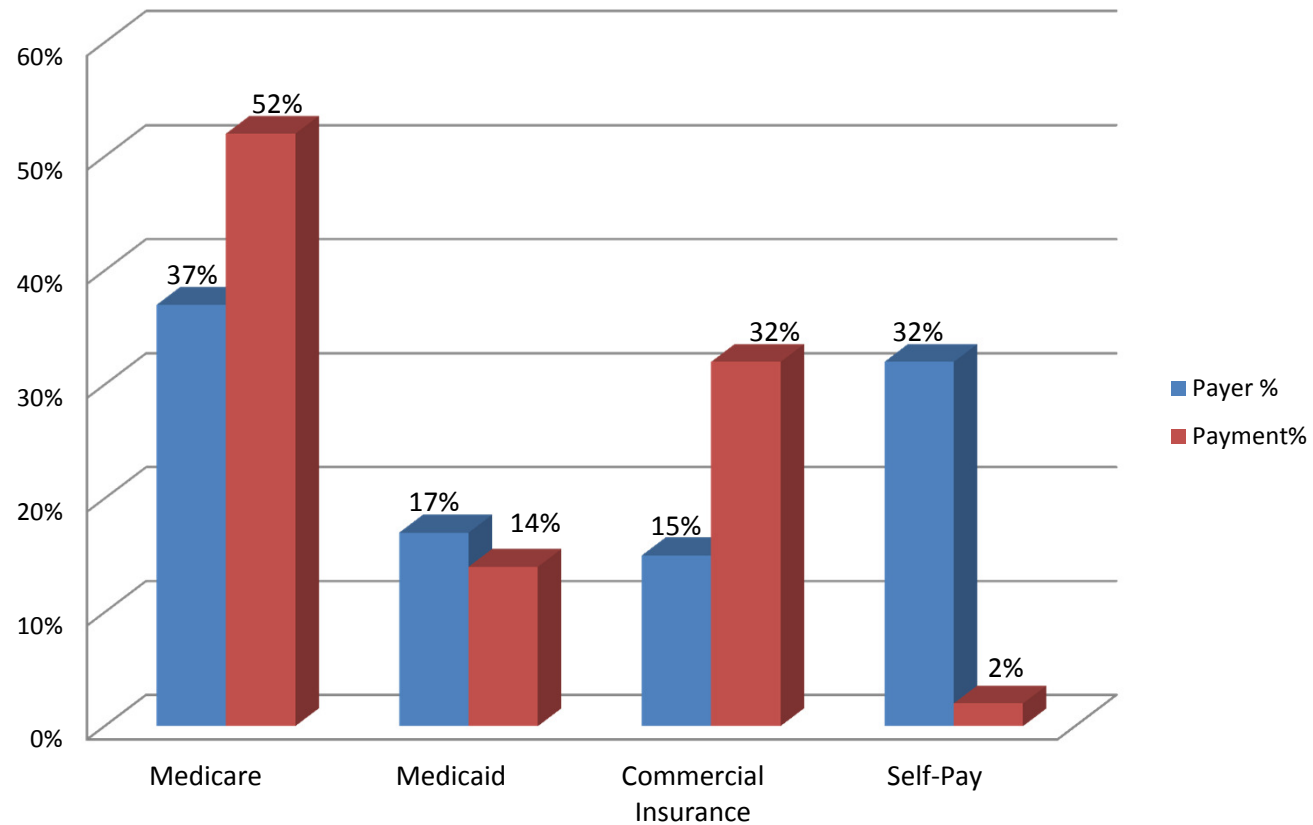
## TRANSPORTS BY DATE OF SERVICE





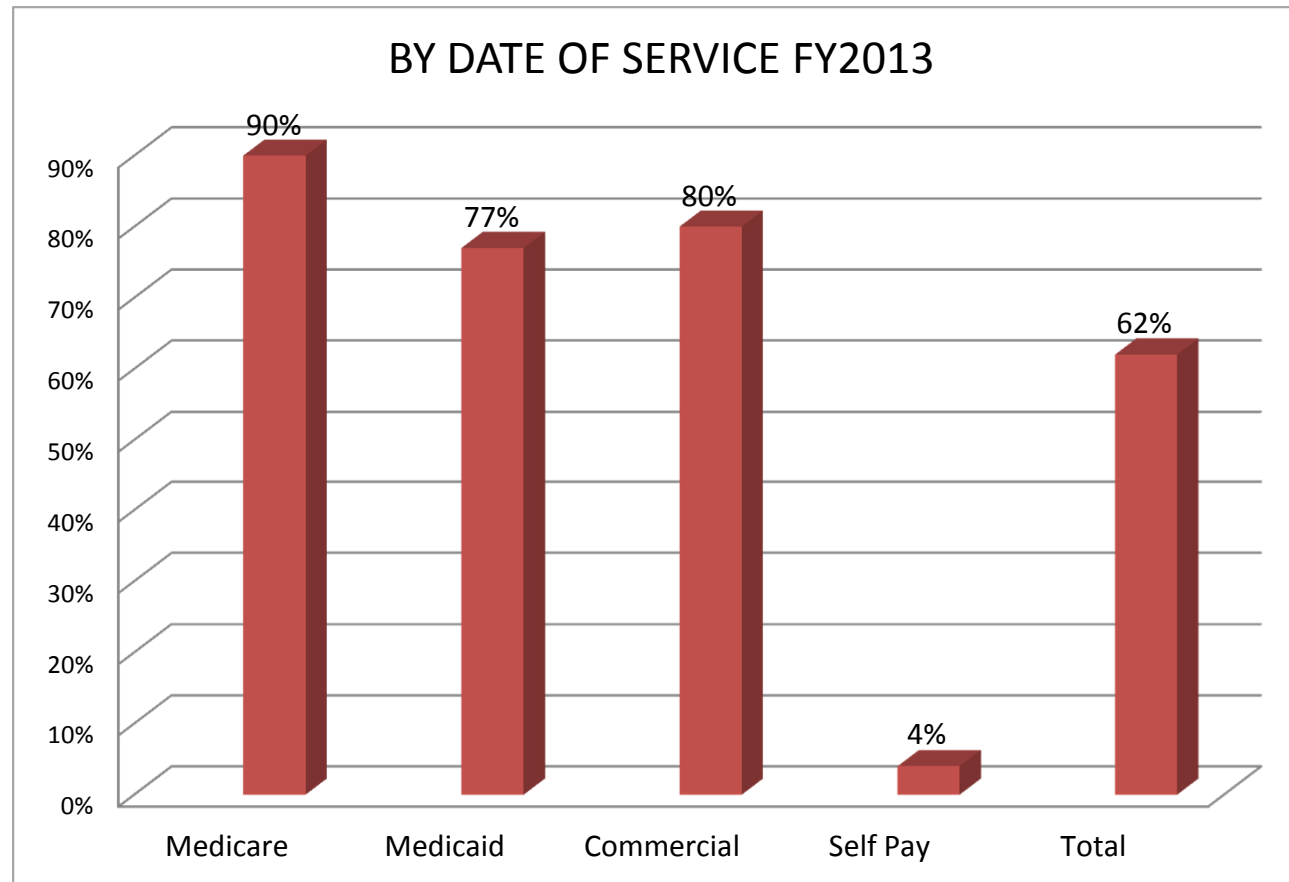
# PAYMENT VS. PAYER PERCENT

BASED ON DATE OF SERVICE FY2013



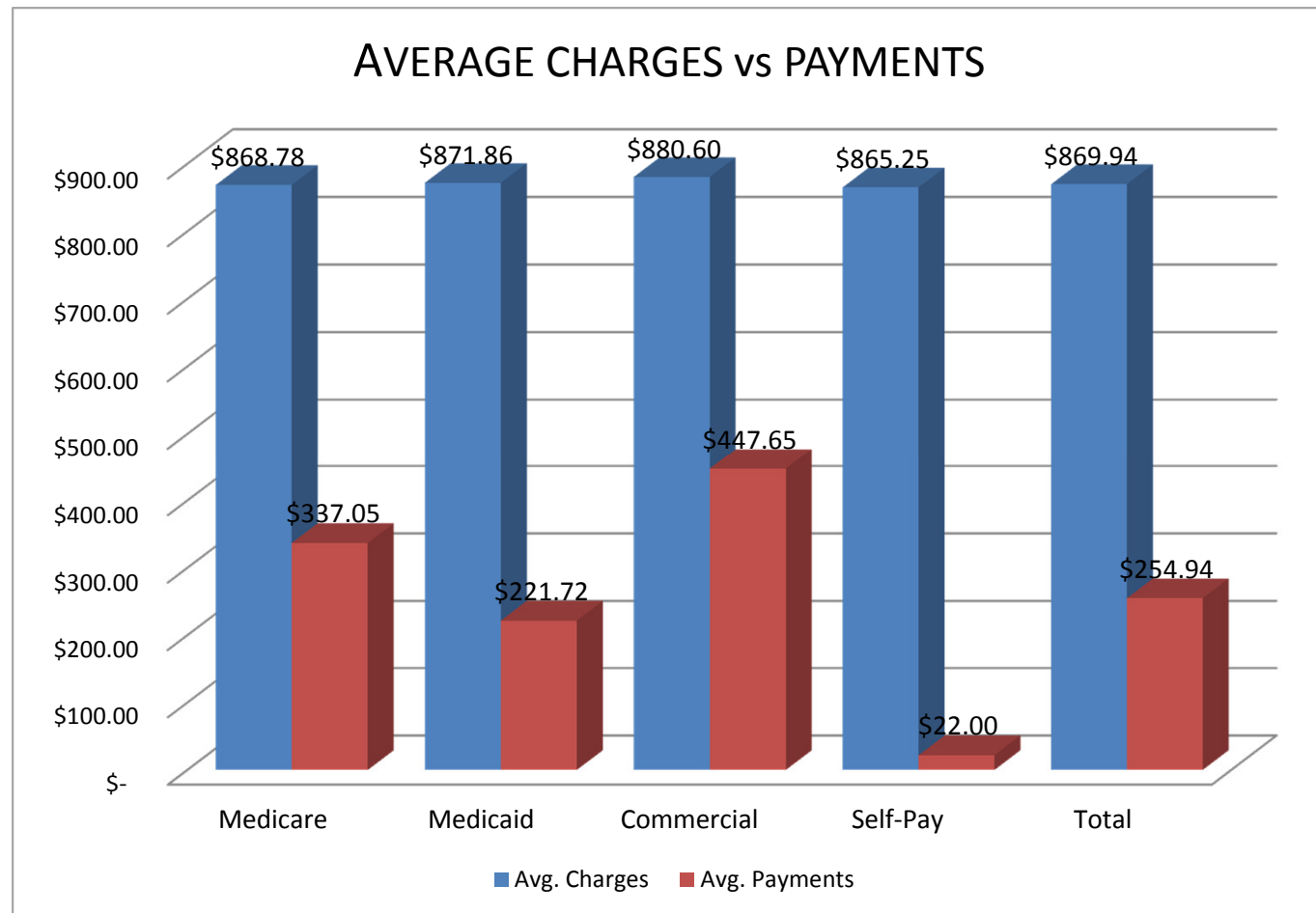


# PERCENTAGE OF ACCOUNTS WITH PAYMENT





# CHARGES AND FEES





# SUMMARY

- Current contract is with Intermedix (Advanced Data Processing, Inc.)
- Collections increased by 5% over last year due to continued collection efforts.
- Transports increased by 3% while total incidents stayed relatively flat at -0.03%.
- Payer Mix –
  - Medicare – 37%
  - Medicaid – 17%
  - Commercial Insurance – 15%
  - Self Pay – 32%
- Base rate is \$785.00 and \$15.00 per mile.
- Average Charge is \$869.94 and Average payment \$254.94.







## BILLING AND COLLECTION POLICY

- To ensure the collection of Ambulance Transport accounts receivable in a timely, fair and cost effective manner for the City of El Paso
- The maximum recoverable age for ambulance transports is 3 years.
- Clarifies the roles of the Fire Department, RCM Agency and the 3<sup>rd</sup> Party Collections Agency.
- Aligns with the City of El Paso Accounts Receivable Manual (2014)





# BILLING AND COLLECTION POLICY

First 30 days –

- Patient has 30 days from receiving the invoice to pay an initial invoice.

Indigent/Charity Reduction-

*1.4.3 The Patient must provide the formal hospital approval letter to RCM Agency for verification of the reduction percentage.*





# BILLING AND COLLECTION POLICY

- 31 Days Past Due to 180 Past Due
  - Statements will be sent to the Patient
  - Phone calls will be made in attempt to collect
  - Payment options will be accepted
  - City Employees and the RCM Agency must adhere to the Fair Debt Collections Practices Act
  - If payment is not received by 180 days the account may be assigned by the City of El Paso to a 3<sup>rd</sup> Party Collections Agency.





# BILLING AND COLLECTION POLICY

- 180 Days Past Due to 24 Months Past Due
  - The account may be turned over to a 3<sup>rd</sup> Party Collections Agency for delinquent account collections.
  - The account must be identified as self-pay and no more than 2 years from the date of service then it will be referred to the 3<sup>rd</sup> Party.
  - 3<sup>rd</sup> Party Collection will make a series of 5 contact attempts through a combination of mail and telephone contacts.
  - Payments will be submitted to the 3<sup>rd</sup> Party Collection Agency





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# ACTION SUMMARY

Age of Self Pay Accounts	Action
31 Days – 180 Days after determining account is Self Pay	RCM Agency unless otherwise noted will: Mail Patient Statement Make phone contact as appropriate Attempt to receive a promise to pay; documents any agreements made. May consider contracting with a 3 <sup>rd</sup> Party Collection Agency
180 Days to 2 Years	El Paso Fire Department will approve the referral of an account to the 3 <sup>rd</sup> Party Collection Agency. RCM Agency reports patient payments to 3 <sup>rd</sup> Party Collection Agency. Upon referral to Collection Agency accounts will have the additional 21% late fee set forth in City Ordinance assessed to each account. 3 <sup>rd</sup> Party Collections Agency will report uncollected accounts to a Credit Reporting Bureau and conclude collection efforts and return it to RCM Agency.
Over 36 months from Referral to Collections Agency Date	The 3 <sup>rd</sup> Party Collection Agency will confirm a status of "Completed Services" on uncollected accounts and return them to the City. Report negative data to the Credit Bureau about the patient account. Monitor accounts for potential indebtedness to the City.





# QUESTIONS?

